

## CORE- Mailroom Courier Van Procedure

### Purpose:

The Courier needs to know how the Courier van operates and how to schedule needed maintenance to keep the van operational.

### Identification of Roles:

Courier – drive the Courier van and to make sure that it stays operational

DE/IT, Quality Analyst, and Operations Coordinator – drive the Courier van and to make sure that it stays operational when the Courier is not available

Operations Team Lead and Operations Manager – operate as a resource for Courier functions; implement process changes as needed

### Performance Standards:

None

### Path of Business Procedure:

#### Step 1: Fuel

- a. Retrieve the gas card from the Operations Team Lead
- b. Fill out the Gas Card Log Sheet located in the filing cabinet at the Operations Team Lead's desk
- c. The van can only be fueled at the Department of Administrative Services (DAS) Motor Pool located at 307 E. 7<sup>th</sup> St. Des Moines, IA
  1. Swipe the gas card
  2. Enter the individual's Personal Identification Number (PIN)
  3. Follow the instructions given

#### Step 2: Vehicle Maintenance

- a. Call and schedule any needed maintenance with the Motor Pool Garage

#### Step 3: Insurance

- a. The courier van is a State vehicle and is therefore self-insured by the State of Iowa. Contact the Department of Administrative Services, General Services Enterprise-Risk Management or call 515-281-7703 for further information.

**Step 4: Accident**

- a. In the console of the van there is a little black pouch containing information about the vehicle and a packet of papers stapled together that consists of the vehicle accident reporting procedures, the vehicle accident report, and the accident information exchange sheet. Follow the instructions given with the packet of papers for reporting an accident.

**Step 5: Reporting Mileage and Maintenance**

- a. Write down the odometer reading on the last business day of the month after the last External Run.
- b. Log into the Vehicle Mileage Reporting System
  1. All maintenance and mileage must be logged online on a monthly basis no later than the 15<sup>th</sup> of the following month.

**Forms/Reports:**

Gas Card Log Sheet

Vehicle Accident Report

Vehicle Mileage Reporting System- created monthly

**RFP References:**

5.2.2.3.4.1.1

**Interfaces:**

DAS Motor Pool Garage

**Attachments:**

Gas Card Log sheet

<b>GAS CARD LOG SHEET</b>				
<b>NAME</b>	<b>DATE OUT</b>	<b>TIME OUT</b>	<b>DATE IN</b>	<b>TIME IN</b>